

RECEIVED
CENTRAL FAX CENTER
NOV 12 2004

PATENT
ATTORNEY DOCKET
NO. 2001P12193 US

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: Punjabi

Serial No.: 09/900,267

Filed: July 6, 2001

Title: SELF-LEARNING INTELLIGENT
CALL ROUTING GATEKEEPER

Group Art Unit: 2645

Examiner: Hashem

) CERTIFICATE OF FACSIMILE TRANSMISSION

) The undersigned hereby certifies that this
) document is being facsimile transmitted to the
) fax number and date given below.

) Facsimile Number: 703-872-9306

) No. of Pages: Seven (7) Total

) Date Transmitted: November 12, 2004

) By: 
) Jeanette L. Taplin

AMENDMENT

Commissioner for Patents
P.O. Box 1450
Arlington, VA 22313-1450

Dear Sir:

In response to the second, non-final Office Action mailed August 25, 2004,
please enter the following amendment:

The claims begin on the following page.

Remarks begin on page 5.